

# PLANNING AND EVALUATION

## PE.1

The organization formulates and specifies its goals and objectives and describes its programs in a written plan for professional services.

PE.1.1 The organization has a written statement of goals and objectives.

PE1.1.1 The goals and objectives reflect the annual and long-range needs of the organization.

PE1.1.2 The goals and objectives result from a planning process.

PE 1.1.3 The goals and objectives are related to the needs of the population served.

PE.1.2 The written statement of the goals and objectives of the organization services, and programmatic units is provided to the governing body and organization administration and is made available to the organization staff.

PE.1.3 The organization has written criteria for evaluating its progress in attaining its goals and objectives.

PE.1.3.1 The criteria are specified in the written plan for professional services,

PE 1.3.2 When indicated, the evaluation methodology permits a comparison across like programs.

PE.1.3.3 Time frames for evaluations are specified.

PE.1.3.4 The information to be collected and the procedures for retrieving and analyzing this information are defined.

PE.1.3.5 Procedures for assessing the use of resources to meet the organization's goals and objectives are specified.

PE.1. Documentation exists that the goals and objectives of organization, services, and programmatic units activities are evaluated at least annually and revised as necessary.

PE.1.4.1 An explanation is given for any failure to achieve goals and objectives.

PE.1.4.2 Documentation exists that evaluation results are provided to the governing body and organization administration and are made available to staff.

PE.1.4.3 Documentation exists that evaluation findings have influenced organization and program planning.

## PE. 2

In keeping with the goals and objectives, a written plan for professional services describes the services offered by the organization so that its performance can be measured.

PE.2.1 The written plan for professional services describes the following:

PE.2.1.1 a statement of mission and service philosophy with clearly defined assumptions and values;

PE.2.1.2 estimates of the clinical needs of the community served by the organization;

PE.2.1.3 services provided by the organization in response to community needs;

PE.2.1.4 population served, including age groups and other relevant characteristics of the population of the individuals served;

PE.2.1.5 how services provided by the organization can be accessed and used;

PE.2.1.6 hours and days the organization operates;

PE.2.1.7 methods used to perform initial screening and/or triage;

PE.2.1.8 intake or admission process, including how the initial contact is made with the individual served and the family or significant others;

PE.2.1.9 assessment and evaluation procedures provided by the organization;

PE.2.1.10 methods used to deliver services to meet the identified clinical needs of individuals served;

PE.2.1.11 basic therapeutic programs offered by the organization, such as inpatient, partial-hospitalization, and outpatient programs;

PE.2.1.12 treatment planning process and the periodic review of therapy;

PE.2.1.13 discharge and postdischarge planning processes;

PE.2.1.14 organizational relationships of each of the organization's therapeutic programs, including channels of staff communication, responsibility, and authority, as well as supervisory relationships; and

PE.2.1.15 how the organization provides, or makes arrangements for providing:

PE.2.1.15.1 other medical, special assessment, and therapeutic services,

PE.2.1.15.2 education services for individuals served, whether provided by the organization or by the agreement,

PE.2.1.15.3 emergency services and crisis intervention, and

PE.2.1.15.4 discharge and continuing care, including postdischarge planning, when needed, that promotes continuity of care and follow-up evaluation.

PE.2.2 When the organization is organized by departments, services, or programs, the written plan for professional services:

PE.2.2.1 describes how each department, service, or program relates to the organization's overall goals and to other departments, services, or programs of the organization;

PE.2.2.2 specifies lines of authority and responsibility; and

PE.2.2.3 defines the roles of the department or service personnel and the methods for interdisciplinary collaboration.

PE.2.3 When an organization is organized on a team or unity basis, either totally or in part, the written plan for professional services delineates the roles and responsibilities of team members in meeting the identified clinical needs of individual served and in relation to the goals and programs of the organization.

PE.2.4 The written plan for professional services is made known and made available to all professional personnel and to the chief executive officer.

PE.2.5 The written plan for professional services provides for the availability of professional nursing care to individuals requiring such services.

PE.2.6 The written plan for professional services describes and defines the procedure for the supervision of all clinical activities by qualified, experienced personnel.

PE.2.7 The written plan for professional services is reviewed at least annually and revised as necessary, in accordance with the changing needs of individuals served and the community, and with the overall objectives and goals of the organization; it is signed and dated when reviewed or revised.

PE.2.7.1 Revisions in the plan incorporate, as appropriate, relevant findings from the organization's quality assessment and improvement program for the purpose of improving care to individuals served.

PE.2.7.2 Revisions in the plan incorporate, as appropriate, relevant findings from the organization's utilization review program.

### PE.3

In keeping with planning goals and objectives and the written plan for professional services, the organization has enough appropriately qualified professional, administrative, and support staff available to assess and address the identified clinical needs of individual served and to coordinate the various services provided.

PE.3.1 Appropriately qualified professional staff may include qualified psychiatrists and other physicians, clinical psychologists, social workers, substance abuse workers, psychiatric nurses, and other health care professionals in numbers and variety appropriate to the services offered by the organization.

PE.3.2 When appropriately qualified professional staff are not available or are not needed on a full-time basis, arrangements are made to obtain sufficient services on an attending, continuing consultative, or part-time basis.

